

Interpretation and Translation Solutions

Interpretation			
<i>Type of Solution</i>	<i>Definition</i>	<i>Advantages</i>	<i>Disadvantages</i>
Face-to-Face Interpretation/On-site Interpreting	Bidirectional interpreting done by an interpreter who is physically in the presence of both the service user and service provider. Face-to-face interpretation using a qualified interpreter tends to be the preferred solution for human service providers	<ul style="list-style-type: none"> • Interpretation sessions are flexible as they can happen at a client's home or elsewhere • This solution is particularly useful for clients who are homebound • It is argued that face-to-face is the most conducive to effectively communicating with clients who have limited English proficiency • Sessions are thorough and particularly useful for critical/important appointments • This solution reduces liability issues 	<ul style="list-style-type: none"> • This is an expensive solution. Interpreters are generally hired for a minimum of two hours. If travelling longer distances, travel time/mileage must also be covered
Telephone Interpretation/Conference Call Interpreting	A form of remote interpreting which takes place over the phone between three or more people. This solution is useful when face-to-face interpreters are not available	<ul style="list-style-type: none"> • Physical access to an interpreter is not required for this solution • Interpretation occurs without the parties (client, service provider, interpreter) 	<ul style="list-style-type: none"> • Solution requires that all parties have access to and know how to use the required technology • The required technology/equipment and

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		<p>needing to be in the same physical location</p> <ul style="list-style-type: none"> • Staff and clients can access interpreters from across regional/national boundaries • Solution is useful in delivering interpretation to emerging communities (and LLDs¹) where trained interpreters are not yet available • Depending on the nature of the session can be less costly than Face to Face Interpretation • Can accommodate 3 or more people 	<p>services can be expensive for some agencies</p> <ul style="list-style-type: none"> • Clients who cannot access the technology may be excluded • Interpreters may feel limited in their ability to interpret effectively as they are not able to see the client or service provider
Video-Conferencing (Secure Networks)	<p>A form of remote interpreting that makes use of a video camera when one or more of the interpreting parties are not physically present at the same location. It enables the parties to see and hear each other via a television monitor. Some organizations use security enabled video-conferencing services provided by private companies. Secure networks are</p>	<ul style="list-style-type: none"> • Physical access to an interpreter is not required for this solution • Interpretation occurs without the parties (client, service provider, interpreter) needing to be in the same physical location • Staff and clients can access interpreters from across regional/national boundaries • This solution is useful in 	<ul style="list-style-type: none"> • There is a need to mitigate risk management issues related to privacy • This solution is costly; the cost of Video-Conferencing on a secure basis may not offset cost of sending Face-To-Face interpreters • Because of its heavy reliance on technology, the solution is susceptible to technological challenges or

¹ LLDs: Languages of Lesser Diffusion or non dominant languages which are not frequently spoken and belong to emergent communities.

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	<p>connected through a phone line or digitally connected to video conferencing.</p> <p>For example, the Ontario Telemedicine Network (OTN) is one of the world's largest videoconferencing networks, enabling the delivery of health-related services and information using telecommunications technologies such as two-way videoconferencing systems</p>	<p>delivering interpretation to emerging communities (and LLDs²) where trained interpreters are not yet available</p> <ul style="list-style-type: none"> • Sessions can accommodate 3 or more people • Depending on the nature of the session can be less costly than Face to Face Interpretation • The solution enables all parties to see and hear each other via a television monitor • With the right hardware and software system, this solution can be used to discuss confidential matters 	<p>issues in the environment (i.e., connection issues, etc.)</p> <ul style="list-style-type: none"> • Service providers may not know how to use the equipment or may not feel comfortable with the technology • Resources need to be invested in training and supporting service providers to use the technology • Resources need to be invested in maintaining and upgrading technology (i.e., a new Video-Conferencing technology that speaks to/coordinates with multiple links/platforms is said to be available • Currently, there is a lack of consistency or standard of practice for the use of the technology; different organization use difference services/networks • The solution cannot be used in geographic areas
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			where Video-Conferencing technology is available
Video-Conferencing (Unsecure Networks) <i>Also referred to as Live Webcam Chat</i>	Remote interpreting that makes use of a video camera when one or more of the interpreting parties are not present at the same location. It enables the parties to see and hear each other via a television monitor. Interpreting parties can log on to live chat portals such as <i>Messenger</i> and <i>Skype</i> and begin interpretation sessions. This solution is useful when face-to-face interpreters are not available	<ul style="list-style-type: none"> Physical access to an interpreter is not required for this solution Interpretation occurs without the parties (client, service provider, interpreter) needing to be in the same physical location Staff and clients can access interpreters from across regional/national boundaries This solution is useful in delivering interpretation to emerging communities (and LLDs³) where trained interpreters are not yet available Sessions can accommodate 3 or more people. The solution enables all parties to see and hear each other via a television monitor Depending on the nature of the session, can be less expensive than Face-to-Face Interpretation It is a good medium for 	<ul style="list-style-type: none"> There are significant risk management issues related to privacy that need to be mitigated Due to the risk management issues, the liabilities are greater Skype is vulnerable to hacking as it is not exhaustively encrypted The solution is restrictive in that it can only take place where VC technology is available The quality of the connection depends on the quality of the internet service (i.e., broadband vs. dial up) Service providers may not know how to use the equipment or may not feel comfortable with the technology Resources need to be invested in training and supporting service

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		discussing non-confidential issues	<p>providers to use the technology</p> <ul style="list-style-type: none"> Resources need to be invested in maintaining and upgrading technology (i.e., hardware or software) Currently, there is a lack of consistency or standard of practice for the use of this solution
Voiced-over video	Contents of standard educational/informational videos are voiced over or “ <i>dubbed</i> ” in different languages to allow transfer of standard information in languages other than English/French	<ul style="list-style-type: none"> Solution is inexpensive as it generally requires a onetime investment of resources Solution is helpful in getting standard messages out in different languages 	<ul style="list-style-type: none"> Solution has limited scope (only used for conveying a pre-recorded/structured message in different languages) Any changes in the message will need new voiced-over work
Sight Translations	Conversion from written material in one language to a spoken version in another language. It also occurs when an instant oral version is required of a written text	<ul style="list-style-type: none"> Solution is helpful when clients can't read English Solution is useful for short service interfaces (relaying small written messages into a spoken language) 	<ul style="list-style-type: none"> Solution has limited scope/purpose (only used to convey a written message to a client/service provider)
Message Relay	Situations where an interpreter receives a message from one party and subsequently transmits it to another party in the target language by telephone. This is used to relay short messages only	<ul style="list-style-type: none"> Solution is useful only for brief relays of messages It can cut costs since an interpreter can be hired for 15 minutes and travel costs are nonexistent 	<ul style="list-style-type: none"> Since the messages relayed are unidirectional, any bi-directional conversations are outside the scope of this solution

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Translation			
Type of Solution	Definition	Advantages	Disadvantages
Google™ Translate:	Currently available in 55 languages, Google™ Translate is an on-line translation device frequently used by service providers to translate	<ul style="list-style-type: none"> • This solution provides access to many languages immediately • It is a useful informational tool for service users with limited English and French proficiency • It generally conveys the gist of the message • This is a cost effective solution • Provides for quick response to immediate interpretation/translation needs • This solution is best used when face-to-face and remote interpreters are not available 	<ul style="list-style-type: none"> • The translation provided by the solution is not entirely accurate • Many LLDs are not available for translation on this site • Service providers need to be aware of the risk of error that arises due to the quality of the translation
Other Technology:	MedBridge® is a point-of-care technology-based language application that provides health professionals in the emergency department with the ability to communicate with LEP and deaf patients. LEP patients hear the voice of a native speaker through	<ul style="list-style-type: none"> • Solution provides increased access to hospital services 	<ul style="list-style-type: none"> • Solution has limited scope: questions are close-ended, only words and statements relating to day-to-day hospital encounters are listed

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	the use of audio. Deaf patients see a native deaf signer through the use of video. MedBridge® offers statements, close-ended questions and detailed lists used in day-to-day hospital encounters. These statements have been translated into 16 languages including American Sign Language		
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